



Customer Support Office



Briefing Outline



- Mission Statement
- Office Components
- Organizational Structure
- Major Functions
- Automatic Call Distribution (ACD) Phone System
- Guidelines for Visits
- How to Contact Us



Major Functions-CSRC



Customer Service Resource Center (CSRC)

- Resolve Complex Customer Issues / Concerns
- Coordinate / Facilitate Customer Site Visits / Conferences
 - Open House / DIL / DFAS Roadshow
- Trend Analysis / Process Improvements
- Vendor Pay Inquiry System (VPIS) Administration
- Customer Service Representative (CSR) Working Group Meetings



Major Functions-CSRC



—

Customer Service Resource Center (CSRC)

- Call Center Management Information System (CCMIS)
 - Telephone Statistical Reporting / Analysis
- ASKDFAS E-mail Inquiry Program
 - www.dfas.mil
- Customer Service WEB Posting / Updating
 - DFAS Reference Tool
 - Commercial Pay Corner
 - Customer Service Phone Listing
 - Contract Payment Booklet



Major Functions-CCSC



—

Centralized Customer Service Center (CCSC)

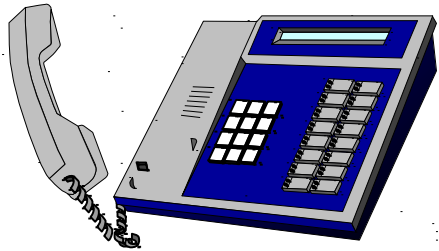
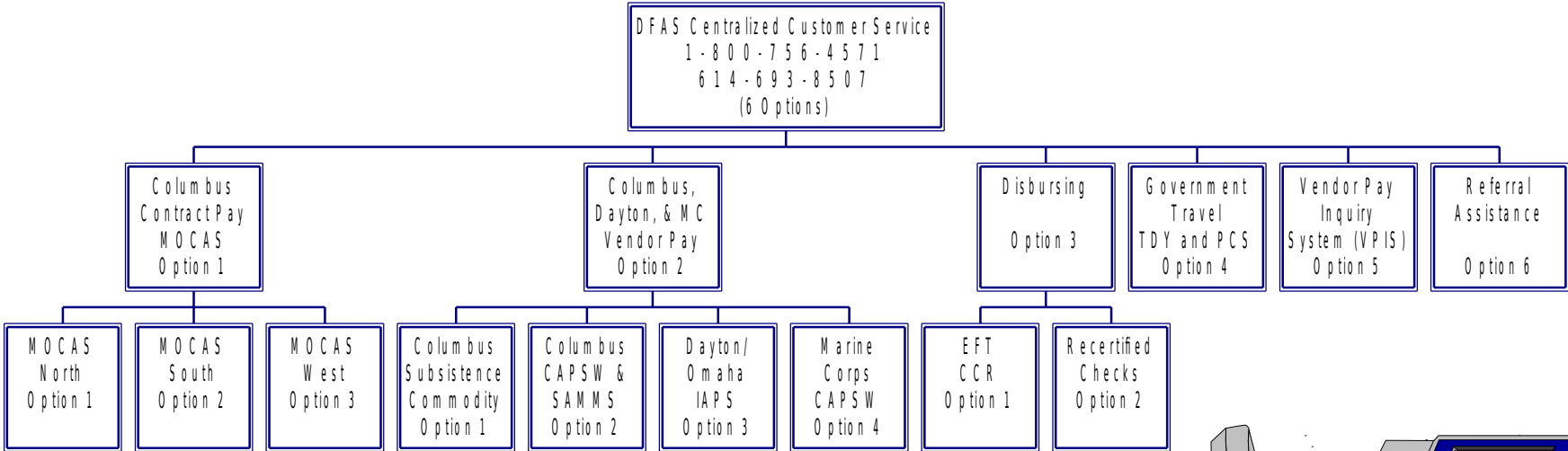
- Receive Customer Inquiries
 - Calls, E-mail, Fax
- Research / Resolve Payment-Related Inquiries
- Participate in Customer Visits / Conferences as needed



Automatic Call Distribution (ACD)



Phone System for DFAS Centralized Customer Service





General Guidelines for Visits



Written visit requests should include:

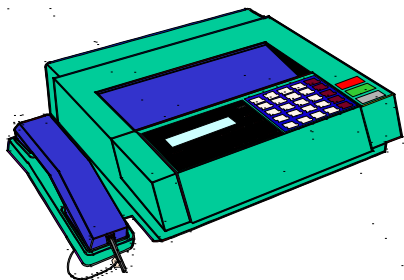
- 10 working days prior notification
- Names of all personnel visiting
- Purpose of visit
- 2-4 alternative dates to visit
- Directions & hotel information
 - If needed





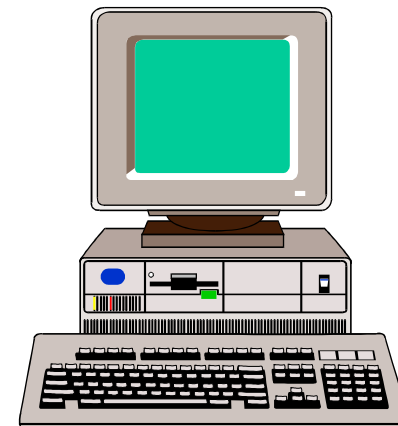
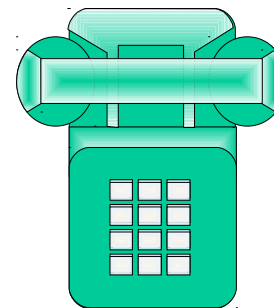
For Inquiries / Visit Requests

Toll-Free (800) 756-4571 (Option 6)



Fax (614) 693-2419

E-mail don.gullett@dfas.mil





Customer Support Office- DFAS Columbus





Customer Service Handout



**CUSTOMER SUPPORT OFFICE
CUSTOMER SERVICE REPRESENTATIVES
CONTRACTOR ASSIGNMENTS BY ALPHABET**

**Marine Corp Vendor Pay
Computerized Accounts Payable System (CAPS-W)**

**1-800-756-4571
OPTION 2, then OPTION 4**

**Vendor Pay (CAPS-KC)
P.O. Box 369022
Columbus, OH 43218-9022**



Customer Service Handout



Marine Corps (CAPS) (formally known as Kansas City)

as of March 22, 2004

1-800-756-4571 option 2, then option 4

Debra Chapman, Supervisor	debra.chapman@dfas.mil	
Sandy Bowen, Lead	sandy.bowen@dfas.mil	Z
Charlie Brown	charles.e.brown@dfas.mil	E, I, N, S, X
Devona Dickens	devona.dickens@dfas.mil	C, H, J, M, W
Dick Sprout	richard.sprout@dfas.mil	B, G, O, Q, T
Phil Smart	philip.smart@dfas.mil	A, F, K, P, Y
Margaret (Peggy) Goss	margaret.goss@dfas.mil	D, R, L, V, U



Customer Service Handout



LOCATION	CUSTOMER SERVICE PHONE NUMBER	DIRECTOR / SITE MANAGER	PHONE NUMBER	SUPPORTING DIRECTORATE	VENDOR SYSTEM	V P I S	W I N S	A N S F
ARMY		Mr. Tony Bedwell (Acting)	(317) 510-6139					
Indianapolis - Army	(888) 332-7366	SGM Anthony Enoch	(317) 510-7298	Army	CAPS Windows	Y	N	N
Indianapolis - DAFS				Army/Defense	CAPS Windows	Y	N	Y
Europe - Army	011-81-3117-55-2186	Ms. Anne Spencer	011-49-631-413-4326	Army	CAPS Clipper	Y	N	N
Europe - SAVES				Army/Defense	CAPS Clipper	Y	N	N
Europe - Air Force	011-81-3117-55-6049	Mr. James J eo	011-49-631-536-7340	Army	IAPS	Y	Y	N
Lawton	(888) 445-5154	Mr. Gary Puryear	(580) 442-0413	Army	CAPS Windows	Y	Y	N
Lexington	(859) 293-4344	Ms. Peggy Davis	(859) 293-4330	Army	CAPS Windows	Y	Y	N
Lexington-NG HQ				Army	CAPS Windows	Y	Y	N
Orlando - Army	(407) 646-4899	Ms. Robbie Milledge	(407) 646-4035	Army	CAPS Windows	Y	N	N
Orlando - Air Force	(407) 646-4338			Army	IAPS	Y	Y	N
Rock Island	(309) 782-9051	Mr. Tom Golden	(309) 782-9051	Army	CAPS Clipper	Y	N	N
Rome	(800) 553-0527	Mr. Chan Cavendar	(315) 330-6600	Army	CAPS Windows	Y	Y	N
Seaside	(800) 582-8780	Mr. George Carter	(831) 583-6080	Army	CAPS Windows	Y	N	N
St Louis	(877) 782-5680	Ms. Margie Wasser	(314) 260-2785	Army	CAPS Clipper	Y	N	N
Transportation Pay	(888) 425-7729	Mr. Al Easter	(317) 510-2468	Army/All Services +GSA	DTRS (GBL/CBL's for GSA, AF, AR, NV, MC, & Powertrack (FreightArmy)	Y	N	N
Transportation Pay				Army		Y	N	N
AIR FORCE		Ms. Barbara McKown	(937) 296-8065					
Dayton	(800) 756-4571	Mike Stacey (Acting)	(937) 296-8454	Air Force	IAPS	Y	N	N
Limestone	(800) 337-0371	Mr. Kevin W. J ones	(207) 328-1605	Air Force	IAPS	Y	Y	N
Omaha	(800) 330-6168	Mr. Dale Doyle	(402) 232-3207	Air Force	IAPS	Y	N	Y
Omaha				Air Force	CUFS	N	N	N
San Antonio-AF	(888) 478-5636	Mr. Issac Duran	(210) 527-8788	Air Force	IAPS	Y	Y	Y
San Antonio-Army				Air Force	CAPS Windows	Y	Y	N
San Bernardino	(800) 779-1903	Ms. Margie Ganger	(909) 382-3211	Air Force	IAPS	Y	Y	N
NAVY		Mr. Rick Helms	(757) 443-4554					
Charleston	(800) 755-3642	Mr. David Kaskin	(843) 746-6111	Navy	One Bill Pay	Y	Y	Y
J apan-DoDEA		Ms. J erri Davis (Acting)	011-81-3117-55-3068	Navy/Defense	CAPS Clipper	Y	N	N
J apan-Army	011-81-3117-55-2186			Navy	CAPS Clipper	Y	N	N
J apan-Air Force	011-81-3117-55-6049			Navy	IAPS	Y	N	N
J apan-Marines	011-81-3117-55-2942			Navy	One Bill Pay	Y	N	N
J apan-Navy	011-81-3117-55-2932			Navy	One Bill Pay	Y	N	N



Customer Service Handout



Norfolk-Army	(757) 443-4752	Mr. Robert Cook	(757) 443-4738	Navy	CAPS Windows	Y	N	N
Norfolk-Navy	(800) 209-1628			Navy	One Bill Pay	Y	Y	N
Norfolk-Trans Pay	(757) 443-4738			Navy	TSS	Y	N	N
Pacific-Army	(808) 472-8050	Ms. Tiffany Uchimura	(808) 472-7701	Navy	STARS Army	Y	N	N
Pacific-Air Force				Navy	IAPS	Y	N	Y
Pacific-Marines				Navy	One Bill Pay	Y	N	Y
Pacific-Navy				Navy	One Bill Pay	Y	Y	Y
Pensacola	(800) 328-9371	Ms. Eileen Davis	(850) 473-5888	Navy	One Bill Pay	Y	Y	Y
Pensacola-DITCO				Navy/Defense	FABS	Y	N	N
San Diego	(800) 445-9747	Ms. Pat Copus	(858) 616-5421	Navy	One Bill Pay	Y	Y	Y
San Diego				Navy	FIS	N	N	N
San Diego				Navy	DWAS	N	N	N
Marine Corp, Defense Agencies		Mr. J ohn Eschenbrenner	(614) 693-0306					
		(Acting)						
Kansas City	(816) 926-7480	Ms. Vickie Kilgore	(816) 926-7480	USMC/Defense	CAPS Windows	Y	Y	Y
Columbus	(800) 756-4571	Mr. J ohn Eschenbrenner	(614) 693-0306	USMC/Defense	AVEDS	Y	Y	N
					CAPS Windows	Y	N	N
					FAS	N	N	N
					DISMS	Y	Y	Y
					SAMMS	Y	Y	Y
					SAVES	N	N	N
*Note: The MOCAS system makes contract payments for all military components and various Defense Agencies, therefore, it interfaces with all DFAS disbursing and accounting systems.								
Ms. Pam Franceschi		(614) 693-6139						
Columbus	(800) 756-4571	Ms. Pam Franceschi	(614) 693-6040	Contract-North	MOCAS	Y	Y	Y
Columbus				Contract -	MOCAS	Y	Y	Y
Columbus				Contract-West	MOCAS	Y	Y	Y



Important Web Sites



Customer Service Handout



For Info on "The New Suite of Systems"

Go to www.dfas.mil

Click on Reference Library

Scroll to Joint Concept of Operations (JCONOPS)

Click on Frequently Asked Questions

Performance Based Payments (PBP)

Progress Payments

www.dcm.mil

Click on "Policy"

Scroll to 9.0 Financing, Payment and Contract Closeout

Click on 9.3 for Progress Payments or

Click on 9.4 for Performance Based Payments

or

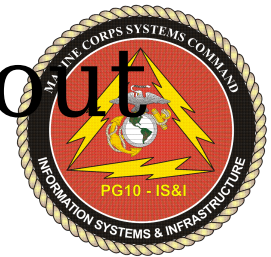
Samples and Instructions for these two payments can also be found under www.dfas.mil

Under Money Matters, click on Vendor Pay Inquiry System

Under Vendor Pay Inquiry System, scroll to General Information and click on either "Contractor's Request for Progress Payment" or "PBP Blank Form"



Customer Service Handout



Public Vouchers

For procedure information on submitting public vouchers, go to the following site:

web2.deskbook.osd.mil/reflib/DDCAA/0048P/005/0048P005doc.htm#T2

Payment Tips

Go to home.dema.mil

Click on "Click Here" or "Contact Us"

Click on Site Index at the bottom

Scroll down to DFAS Columbus Center Information

Click on Payment Tips from Auntie Ruth

Standard Forms

Go to contacts.gsa.gov/webforms.nsf

Scroll down and click on Standard

Click on Search icon on top of the page

In "Search for" box, input the SF number you are researching for (ex: SF1034, SF1035, SF1443)

Click on Search and the form number info will appear

Click on the Form Number and select your form type from the version list of .xpw, .pdf, or .frp



Customer Service Handout



Central Contractor Registration CCR

Effective October 1, 2001, this web site has changed. The new web site address is listed below. For verification of Central Contractor Registration (CCR) information, check the following web sites:

www.ccr.gov

or a link from:

www.dfas.mil

Click on Money Matters Vendor Pay Inquiry System
Under General Information, click on Central Contractor
Registration.

For assistance on CCR, call 1-888-227-2423 in Battle Creek, Michigan.



Customer Service Handout



Others on WWW.DFAS.MIL

Also under the web site of www.dfas.mil there are several other important information sites:

Click on Money Matters

Click on Vendor Pay Inquiry System

Under General Information check out:

Central Contractor Registration (CCR)

Commercial Pay Corner-Quarterly newsletter

Published by DFAS Columbus site with important information for contractors/vendors

Contract Payment Booklet

Updated Prevalidation Information

Instructions for Completing a DD250

DCMA Contract Administration Phone Directory

Standard Format for Reconciliation Inquiries

Contractor's Request for Progress Payment info

PBP Blank Form (Performance Based Payment)

DFAS Vendor Reference Tool

DFAS Electronic Commerce Initiatives



Customer Service Handout



FAR/DFARS Clauses on the WEB

Ever wonder where to find the FAR, DFARS, and various other regulation clauses referenced in your contract? Check out the following web site:

farsite.hill.af.mil

Contract Pay Offices

To obtain a phone number for your pay office on a particular contract, check for the pay office listed on the front of your contract (under Block 8) and go to the following web site:

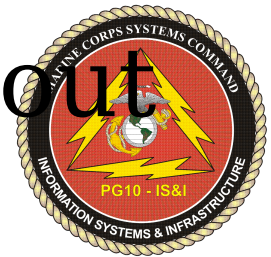
www.dfas.mil

Click on "Contact DFAS/Key Points of Contact"

Scroll down to "Additional Phone Numbers" and look for your applicable pay office.



Customer Service Handout



Commercial Item Payment Tips & Hints

For tips and hints for Commercial Item Payments:

home.dcm.mil

Click on "Click Here" or "Contact Us"

Click on Site Index at the bottom.

Scroll down to 3.0 "Risk Assessment Services"

Under 3.2, click on "Commercial Contracts"

Under Types of Contracts, scroll to 7.5 Commercial Contracts and click on "Commercial Item Payment Tips and Hints"

Wide Area Work Flow Web Sites

DFAS Electronic Commerce **www.dfas.mil/money/vendor**

Scroll to "Move about DFAS Electronic Commerce Initiatives"



Customer Service Handout



Department of Defense Forms **DoD Forms**

For a copy of the DoD Form 250-Material Inspection and Receiving Report, go to the following web site:

farsite.hill.af.mil

On the left side of the screen, scroll down and click on Electronic Forms.

Click on Library 2 (OSD).

Click on Department of Defense Forms block.

Under DoD Electronic Forms, click on the appropriate Form number block (ex. DD0001 through DD0999 for the DD250).

Scroll down to your required Form number (DD250).

The Continuation Sheet is DD250C.

Acronyms

For a list of the acronyms and abbreviations used by DFAS, go to:

www.dfas.mil/library

Scroll to Program Manager Tools

Under Archives, click on Abbreviations and Acronyms List



Customer Service Handout



➤ **Payment Office Determination**

➤ DFARS 242.302(a)(13) requires:

- If DCMA Administered and paid with DoD Funds, use the payment office specified in Federal Directory of CAS Components:

➤ **home.dcms.mil/casbook/casbook.htm**

- See DFARS 242.302
- If not DCMA Administered, use department or agency procedures (usually pay from vendor pay site associated with Accounting Station):

➤ **referencetool.dfas.mil**



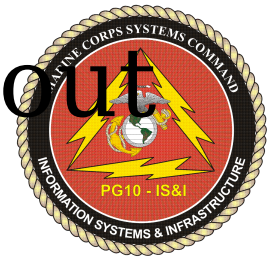
Customer Service Handout



- Information on the new Vendor Pay Inquiry System (VPIS):
 - www.dfas.mil/money/vendor
 - Click on the various documents under Vendor Pay Information News Updates
- General information on appropriations:
 - www.dfas.mil/library
 - Click on Defense Industry Leaders (DIL) Working Group
- Four articles with information are listed under **Purpose.**



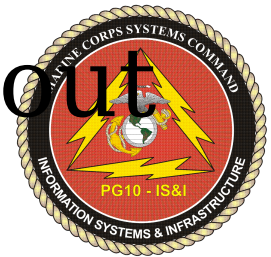
Customer Service Handout



- Prompt Pay Act information:
 - www.fms.treas.gov/prompt/index.html
- Information on how to buy/sell to the Government:
 - www.gsa.gov
- Small business owners have access to legal and regulatory business information
 - www.BusinessLaw.gov



Customer Service Handout



➤ AFMC Payment Instructions Guide

- www.afmc-pub.wpafb.af.mil/HQ-AFMC/PK/pkp/pkpc/payment.htm

➤ Electronic Document Access (EDA)

- A document repository system contractors can obtain a read-only view of documents such as; contracts, modifications, vouchers, Government Bill of Ladings (GBL), Material Acceptance and Accounts Payable Reports (MAAPRs)

➤ Contractors must register by going to:

- eda.ogden.disa.mil/eda/
- Click on "Register", then click on "Vendor/Contractor User Registration"

➤ For additional assistance call (253) 773-2997



Customer Service Handout



- MOCAS Contract Closeout Information web site:
- <http://www.afmc-pub.wpafb.af.mil/HQ-AFMC/PK/pkp/pkpa/mocas.htm>
- Information on the new Business System Modernization (BSM) system:
 - www.dla.mil/j-6/bsm